



# End of Sale Notice

**Notification Date:** May 31, 2011

**Revision Date: February 28, 2013\***

**Effective Date:** March 1, 2012

**Subject:** End of New System Sales – Avaya Business Communications Manager 200/400 - Field Replacement Units (FRUs) and SW Licenses

**Region:** Global

## Revision History

Revision Date	Reason for change
Mar 22, 2012	Remove codes for SW licenses related to upgrades to BCM450 6.0 from the discontinued codes list (see details below)
* February 28, 2013	<b>Clarification that BCM200/400 to BCM450 upgrade order codes remain available for sale through October 7, 2013. Upgrading to BCM450 will allow BCM customers to continue to expand their systems through October 2015, and get access to Avaya support through October 2018 (see details below in bold)</b>

## Summary

Avaya is announcing the End-of-Sale (EoS) for all BCM200/400 Specific Field Replaceable Units (FRUs) products and BCM200/400 Software Authorization Licenses products effective March 1, 2011. The End of Sale of the BCM200/400 was previously announced on September 1, 2009 and became effective on March 1, 2010.

The Software Manufacturer Support for BCM 4.0 will end on November 2, 2011 and hence Avaya will discontinue all software authorization code products used for feature enablement for the BCM200/400 portfolio on March 1, 2012.

Avaya will also End of Sale any Field Replaceable Units (FRUs) which are unique to the BCM 200/400 platform. FRUs which are also used on the BCM450 platform will remain for sale and follow the phase out of the BCM50 and BCM450 portfolio. All BCM200/400 FRUs being discontinued via this announcement will remain available from the Avaya Global Repair Service organization until the originally announced End of Hardware Manufacturer Date on March 4, 2013.



#### Update from February 28, 2013

The following order codes support hardware and software upgrades of BCM200/400 customers to BCM450 R6.0 and remain available for sale until October 7, 2013. Customers upgrading to BCM R6.0 will benefit from the extended support timeline Avaya is providing for the BCM50/450 R6.0 as part of the BCM portfolio phase out. For more details on the BCM450 upgrade process, refer to the BCM R6.0 Product Update KTK on the Avaya Sales Portal.

BCM450 Codes remaining available for Upgrades	
PEC	Description
NTC06621KTE6	BCM400 4.0 to 6.0 Hardware and Software Upgrade Kit
NTC06622KTE6	BCM400 4.0 to 6.0 Hardware and Software Upgrade Kit including RAID
NTC06624KTE6	BCM200 4.0 to 6.0 Hardware and Software Upgrade Kit
NTC06625KTE6	BCM200 4.0 to 6.0 Hardware and Software Upgrade Kit including RAID

#### Update from March 22, 2012:

The following BCM200/400 4.0 SW licenses related to upgrades to the BCM450 6.0, which were originally part of this End of Sale announcement, have been removed from the below End of Sale code list and will remain available until further notice.

BCM 200/400 Codes remaining available for Upgrades		
PEC	CPC	Description
NTAB3118	A0792745	BCM Unified Messaging 1-Seat Software Authorization Code
NTKC0123	A0542876	BCM 3.6 Software Upgrade Authorization Code
NTKC0135	N0015601	BCM 3.7 Software Upgrade Authorization Code
NTKC0631	N0136019	BCM Upgrade Electronic Authorization License BCM3.6 to BCM4.0
NTKC0632	N0136020	BCM Upgrade Electronic Authorization License BCM3.7 to BCM4.0
NTKC0633	N0136021	BCM Upgrade Electronic Authorization License BCM3.6 to BCM4.0 - EMEA
NTKC0634	N0136022	BCM Upgrade Electronic Authorization License BCM3.7 to BCM4.0 - EMEA

#### **Transition Summary**

- Effective March 1, 2012, the codes listed in the *Discontinued Order Codes* section of this document will be withdrawn from sale.
- Subject to availability, the latest date for orders to be placed for these products is February 28, 2012. Thereafter, these codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- BCM200/400 customers on release 4.0 or earlier have the choice of either upgrading to an IP Office system or upgrading to a BCM450 Rls. 6.0 using the available upgrade kits. **Upgrades from BCM200/400 to BCM450 Rls. 6.0 remain orderable until October 7, 2013.**



- BCM200/400 Hardware Specific Field Replacement Units (FRUs) will remain available through Avaya Global Repair Services until the End of Hardware Manufacturer Support for the BCM200/400 in March 1, 2013.
- BCM200/400 SW Authorization Licenses purchased prior to the End of Sale can still be used in KRS after the EoS of the licenses.

## Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest and diverse BCM customer to grow their business and get access to the new communication features.

BCM200/400 systems operating BCM software Release 4.0 or earlier can be easily upgraded to BCM Release 6.0 with the purchase of an upgrade kit. The upgrade kit will include both software and hardware components. The hardware upgrade requires the replacement of the Base Function Tray (BFT), hard drive, cooling fans and the installation of a new Chassis Interface Card (CIF) card.

Avaya is providing the BCM customers different opportunity to migrate to the going-forward IP Office platform.

1. **Upgrade to Avaya IP Office:** IP Office has introduced a number of features to enable an easy convergence from BCM to the IP Office platform. Avaya provides significant investment protection for current BCM customers by providing support for BCM digital (M7000 and T7000 series) and IP phones (1100 and 1200 series) on the IP Office. Using the new TCM8, DS16A, or DS30A Digital Station modules, the very popular T7000 Series Digital Deskphone (BST) can easily be moved to a new IP Office System and will provide the user a very similar feature set and usability. The DS16A and DS30A modules are equipped with the RJ21 connector to minimize the rewiring required when upgrading from BCM to IP Office. The new IP Office wall mount solution with cable management enables clean and easy wall mount installation similar to the BCM50.

The Avaya Data Migration Manager (DMM) simplifies upgrade from BCM to IP Office by providing the opportunity to migrate the core configuration data, voicemail files and auto attendant files from the BCM to IP Office. IP Office provides a strong multi-site network solution to create a seamless network of up to 32 IP Office systems from any location, and private SIP trunking can be used to connect IP Office systems to a network of existing BCM systems.

IP Office also introduced two new lines of paperless phones, the digital 9504 and 9508 phones as well as the 9608, 9621G and 9641G IP phones. All of those phones have larger LCD screens with electronically labeled keys providing convenient reprogramming, low installation effort and low total cost of ownership. Additionally, a new line of superior audio quality conference phones have been added. The Avaya B100 line of Conference Phones is suitable for midsize and large conference room. The B100 Series offers flexible connectivity options with both SIP and Analog connections.

For smaller customers with less than 20 users, IP Office provides simplified installation that speeds customer installation times and reduces costs, driving a lower total cost of ownership (TCO). With streamlined management tools – built specifically for the sub-20 employee segment - and support for the new 9504 and 9508 sets, IP Office is the solution of choice for existing PARTNER® ACS or Norstar customers looking to upgrade.



2. **Upgrade to BCM 6.0:** BCM200/400 systems operating BCM software Release 4.0 or earlier can be easily upgraded to BCM Rls 6.0 with the purchase of an upgrade kit. The upgrade kit will include both software and hardware components. The hardware upgrade requires the replacement of the Base Function Tray (BFT), hard drive, cooling fans and the installation of a new Chassis Interface Card (CIF) card. **The BCM200/400 to BCM 6.0 Upgrade Kits will remain available until October 7, 2013.** Customers upgrading to BCM 6.0 will benefit from the extended support timeline Avaya is providing for the BCM50/450 Rls. 6.0 as part of the BCM portfolio phase out.

### Upgrade to Avaya B5800 Branch Gateway:

Avaya recently launched the new Avaya Branch Gateway B5800, which provides feature rich integration with Avaya Aura® components including Avaya Aura System Manager and extends the Avaya Aura centralized applications out to users in a branch office. Examples of these applications include Avaya Aura Messaging, Avaya Aura Conferencing, etc. The B5800 supports a mix of analog, digital and SIP in distributed mode

With B5800 Release 6.2, the B5800 will provide existing BCM customers support for their current BCM digital and IP phones. Additionally, this release will support the Avaya Data Migration Manager (DMM) tool to allow migration of the core configuration data, voicemail files and auto attendant files from the BCM to the B5800. The B5800 will provide interoperability with existing CS1000 and BCM networks, and is an ideal solution for large enterprises with BCM networks which require centralized management and integration into the feature-rich Avaya Aura environment.

### Discontinued Order Codes

Beginning March 1, 2012, the following codes will no longer be orderable from Avaya:

Field Replacement Units (FRU)		
PEC	CPC	Description
NT7B10AAGDE5	N0101459	BCM 4.0 Hard Drive FRU Programmed (20 GB)
NTAB3316E5	N0087335	BCM Replacement Blank Hard Drive FRU
NTAB3421E5	N0087331	BCM256MB Memory Module FRU
NTAB9559E5	N0156359	BCM RAID card only FRU
NTAB9857E5	N0087324	BCM400 Base Function Tray FRU
NTAB9858E5	N0087325	BCM200 Base Function Tray FRU
NTAB9969E5	N0087323	BCM400 Base Function Tray FRU, w/ V.92 Modem
NTAB9970E5	N0087295	BCM200 Base Function Tray FRU, w/ V.92 Modem
NTAB9929E5	N0087321	BCM400 Media Services Card FRU
NTAB9930E5	N0087322	BCM200 Media Services Card FRU
NTAB9968E5	N0087317	BCM v.92 Embedded Modem FRU
NTBB80AAABE5	N0101650	MSP PEC III



Paper Software Authorization Licenses		
PEC	CPC	Description
NTAB4071	A0795066	BCM Unified Messaging 4-Seat Software Authorization Code
NTAB4072	A0795067	BCM Unified Messaging 8-Seat Software Authorization Code
NTAB9872	A0999612	BCM IVR PeriView GUI Interface Software Right-to-Use Licence (for Desktop client)
NTAT0118	N0145349	BCM Advanced Paging Productivity Pack APP (BCM200/400)
NTKC0010	A0805835	BCM Voice Messaging 1-Seat Software Authorization Code
NTKC0011	A0805836	BCM Voice Messaging 4-Seat Software Authorization Code
NTKC0012	A0805837	BCM Voice Messaging 8-Seat Software Authorization Code
NTKC0023	A0805848	BCM Contact Centre (Pro + ICC) Agent - 1 Seat Authorization Code
NTKC0024	A0805849	BCM Contact Centre (Pro & ICC) Agent - 4 Seat Authorization Code
NTKC0046	A0832344	BCM IP Telephony Client-1 Seat
NTKC0047	A0832345	BCM IP Telephony Client -4 Seat
NTKC0048	A0832346	BCM IP Telephony Client -8 Seat
NTKC0053	A0843697	BCM LAN CTE 1-Seat Software Authorization Code
NTKC0054	A0843698	BCM LAN CTE 4-Seat Software Authorization Code
NTKC0098	A0999611	BCM IVR Host Communications Emulation Software Authorization Code
NTKC0255	N0039192	BCM BT RACE software authorization code
NTAB3116	A0792743	BCM VoIP Gateway 2-Trunk Software Authorization Code
NTKC0060	A0843712	BCM VoIP gateway - 4 Trunk Software Authorization Code
NTKC0258	N0039195	BCM SIP gateway - 2 Trunks Authorization Code
NTKC0259	N0039196	BCM SIP gateway - 4 Trunks Authorization Code
NTKC0263	N0039200	BCM Intelligent Contact Center (0 skillsets 0 agents)
NTKC0264	N0039201	BCM Intelligent Contact Centre Skillset - 1 Skillset Authorization Code
NTKC0265	N0039202	BCM Intelligent Contact Centre Skillset - 4 Skillset Authorization Code
NTKC0274	N0075132	BCM IVR 2.1 Media Processing Server Audio Developer (PeriStudio) Authcode
NTKC0275	N0075134	BCM IVR 2.1 Media Processing Server Application Developer (PeriProducer) Authcode
A0880589	A0880589	ip View Traffic Manager

### Electronic Software Authorization Licenses



PEC	CPC	Description
NTKC0582	N0135951	BCM Intelligent Contact Center Electronic Authorization License with 1 SkillSet and 2 Agents
NTKC0583	N0135953	BCM Intelligent Contact Center - Skillset Electronic Authorization License
NTKC0584	N0135956	BCM Intelligent Contact Center - Agent Electronic Authorization License
NTKC0585	N0135957	BCM Reporting for Intelligent Contact Centre Electronic Authorization License
NTKC0588	N0135960	BCM Voice Messaging - Seat Electronic Authorization License
NTKC0590	N0135970	BCM Unified Messaging - Seat Electronic Authorization License
NTKC0595	N0135980	BCM Fax Messaging Electronic Authorization License
NTKC0596	N0135982	BCM Fax Overflow Electronic Authorization License
NTKC0597	N0135983	BCM Fax on Demand Electronic Authorization License
NTKC0598	N0135984	BCM Fax Suite Electronic Authorization License
NTKC0602	N0135988	BCM Avaya Voice Networking Electronic Authorization License
NTKC0603	N0135989	BCM Q.SIG Voice Networking Electronic Authorization License
NTKC0604	N0135990	BCM VPIM/AMIS Message Networking Electronic Authorization License
NTKC0605	N0135992	BCM Avaya Voice Networking (MCDN) & QSIG Voice Electronic Authorization License
NTKC0606	N0135994	BCM DPNSS Voice Networking Electronic Authorization License
NTKC0608	N0135996	BCM LAN CTE - Seat Electronic Authorization License
NTKC0610	N0135998	BCM VoIP Gateway - Trunk Electronic Authorization License
NTKC0613	N0136001	BCM IP Telephony Client - Endpoint Electronic Authorization License
NTKC0616	N0136004	BCM Network Configuration Manager (NCM) Electronic Authorization License
NTKC0623	N0136011	BCM BT RACE Activation Electronic Authorization License
NTKC0624	N0136012	BCM IVR Run Time Engine - IVR Channel Electronic Authorization License
NTKC0626	N0136014	BCM IPSec - 5 tunnel Software Electronic Authorization License
NTKC0627	N0136015	BCM IPSec - Upgrade 5 Tunnel to 16 Tunnel Software Electronic Authorization License
NTKC0628	N0136016	IPSec - 16 tunnel Software Electronic Authorization License
NTKC0629	N0136017	PPPoE Software Electronic Authorization License
NTKC0733	N0144403	BCM Multimedia Contact Center Electronic Authorization License
NTKC0734	N0144404	BCM SIP gateway - Trunk Electronic Authorization License



BCM Upgrade Licenses (Paper & Electronic)		
PEC	CPC	Description
NTAB4214	N0109628	BCM Upgrade BCM3.6 to BCM4.0 Software Upgrade Auth Code - EMEA
NTAB4215	N0109635	BCM Upgrade BCM3.7 to BCM4.0 Software Upgrade Auth Code - EMEA
NTKC0254	N0035908	BCM Upgrade BCM 3.6 to BCM 4.0 Software Upgrade Authorization Code
NTKC0273	N0055512	BCM Upgrade BCM 3.7 to BCM 4.0 Software Upgrade Authorization Code
NTKC0951	N0156136	BCM Application Migration Electronic Authorization License

## Schedule

### BCM200/400 and SRG200/400 Software Licenses and Hardware Field Replaceable Units End of Sale Schedule

End-of-Sale announcement	May 31, 2011
End of Software Manufacturer Support for BCM 4.0 release	November 2, 2011
End-of-Sale (last orders subject to availability)	March 1, 2012
End of Hardware Manufacturer Support for the BCM200/400 platform <i>Availability of Field Replacement Units (FRUs) through Avaya Global Repair Services</i>	March 4, 2013

### BCM50/BCM450 Software and Hardware Retirement Schedule

End-of-Sale announcement	May 31, 2011
Announcement of extended BCM EoS timeline	January 9, 2012
End-of-Sale (last orders subject to availability)	October 1, 2012
Availability of upgrades, expansions, terminals, line cards, modules, and authorization codes	October 1, 2015
Minimum Period of hardware and software Manufacturer's Support Availability after End-of-Sale	October 1, 2015
Minimum Period of Extended Services Support Availability after Manufacturer's Support period	October 1, 2018



### **Minimum Period of Support Availability**

As previously communicated, Avaya will follow the retirement timeline for the BCM200/400 platform and BCM 4.0 Software release as announced by Nortel in September and November 2009.

The End of Software Manufacturer support for BCM Rls. 4.0 will occur in November 2011 and accordingly Avaya will no longer create software fixes for this release and also cease the sale of paper and electronic SW Authorization License for the BCM200/400. SW Authorization License purchased prior to this date can still be used in KRS after the End of Sale of new BCM200/400 Licenses.

The End of Hardware Manufacturer Support for the BCM200/400 will occur in March 1, 2013. Avaya will end the sale of new (A-Class) BCM200/400 specific FRUs on March 1, 2012, however these parts will remain available through the Avaya Global Repair Organization until the End of Manufacturer Support on March 4, 2013.

### **Service and Warranty**

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements.

Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

Avaya Manufacturer Support Policy:

[http://support.avaya.com/Support\\_Policy](http://support.avaya.com/Support_Policy)

### **Additional Information**

Please refer to the BCM Product Lifecycle Update bulletin for more information about BCM Lifecycle support including previous releases.

<http://portal.avaya.com/ptlWeb/products/P0633/ProductSupportNotices>

BCM Migration Toolkit Page

<https://partner.avaya.com/ptlWeb/gs/so/CS2010618132625355032/C201151610228403031/SN20115161044998023/SN20115161044998023>

Avaya website

[www.avaya.com/small](http://www.avaya.com/small)

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